

675/03 ALW 33
Fin. Ref. 4/29/03
IN THE UNITED STATE PATENT AND TRADEMARK OFFICE

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|------------|---------------------------|---|----------------------------|
| Applicant: | Harrison |) | |
| Serial No. | 08/919,450 |) | Examiner: Nguyen, Cuong H. |
| Filed: | August 28, 1997 |) | Art Unit: 3625 |
| | priority |) | |
| Title: | System And Method For |) | Attny Docket: 10547.15US1 |
| | Computer-Aided Technician |) | |
| | Dispatch And |) | |
| | Communication |) | |

SUBSTITUTE RESPONSE TO OFFICE ACTION

SUBMITTED VIA FACSIMILE
(703) 746-5572

Assistant Commissioner for Patents
Washington, D.C. 20231

Dear Sir:

In response to the Office Action dated January 2, 2003, please enter the following in lieu of the previously filed response. This response is submitted to correct informalities noted in a phone call received from the Examiner.